

# **Monthly Statistical Summary Report (MSSR) Training Module**

Presented By: CDA CBAS Branch

Date: May 7, 2019

# Training Module Overview

- MSSR Overview
- MSSR Instructions
- Peach Provider Portal

# MSSR Overview

## Importance of the MSSR

- Data is utilized by CDA and DHCS and reported to CMS per Medi-Cal 2020 Demonstration Waiver
- Data is used to determine (among other things):
  - County/statewide changes in enrollment/discharges
  - County/statewide utilization rates
  - Access to care

# MSSR Instructions

## Box 1 – “Individuals Determined Eligible”

1. Individuals Determined Eligible	
Medi-Cal Managed Care	<input type="text" value="0"/>
Medi-Cal Fee-For-Service	<input type="text" value="0"/>
Total New Eligibles	0

# MSSR Instructions

## Box 1 – “Individuals Determined Eligible”

Include all Medi-Cal beneficiaries determined CBAS eligible by the managed care plan and/or the Medi-Cal Field Office during the reporting month, including any individuals determined eligible through the fair hearing process. Do **NOT** include participants reauthorized for services or those previously determined eligible for CBAS for whom no new face-to-face was conducted (e.g., a participant moving from another CBAS center for whom the Plan or DHCS does not conduct another face-to-face).

# MSSR Instructions

## **Box 1 – “Individuals Determined Eligible”**

Report separately for:

- Medi-Cal Managed Care beneficiaries
- Medi-Cal Fee-For-Service beneficiaries

Total New Eligibles is the sum of:

- Medi-Cal Managed Care beneficiaries
- Medi-Cal Fee-For-Service beneficiaries

# MSSR Instructions

## Box 2 – “Individuals Determined Ineligible”

2. Individuals Determined Ineligible	
Medi-Cal Managed Care	<input type="text" value="0"/>
Medi-Cal Fee-For-Service	<input type="text" value="0"/>
Total New Ineligibles	0

# MSSR Instructions

## **Box 2 – “Individuals Determined Ineligible”**

Include all Medi-Cal beneficiaries who have been determined CBAS ineligible by either managed care and/or the Medi-Cal Field Office during the reporting month.

Report separately for:

- Medi-Cal Managed Care beneficiaries
- Medi-Cal Fee-For-Service beneficiaries

Total New Ineligibles is the sum of:

- Medi-Cal Managed Care beneficiaries
- Medi-Cal Fee-For-Service beneficiaries



# MSSR Instructions

## Box 3 – “Participants Discharged”

3. Participants Discharged	
Medi-Cal Managed Care	<input type="text" value="0"/>
Medi-Cal Fee-For-Service	<input type="text" value="0"/>
Private Pay	<input type="text" value="0"/>
<b>Total Discharged Participants</b>	<b>0</b>

# MSSR Instructions

## **Box 3 – “Participants Discharged”**

Include all participants the center has formally discharged (per the center’s discharge policies and procedures) during the reporting month.

Report separately for

- Medi-Cal Managed Care beneficiaries
- Medi-Cal Fee-For-Service beneficiaries
- Private Pay participants

Total Discharged Participants is the sum of:

- Medi-Cal Managed Care beneficiaries
- Medi-Cal Fee-For-Service beneficiaries
- Private Pay participants

# MSSR Instructions

## Box 4 – “Participants Served”

4. Participants Served	
Medi-Cal Managed Care	<input type="text" value="0"/>
Medi-Cal Fee-For-Service	<input type="text" value="0"/>
Private Pay	<input type="text" value="0"/>
Total Served Participants	0

# MSSR Instructions

## Box 4 – “Participants Served”

Include all eligible participants enrolled at the center and receiving CBAS per their Individual Plans of Care (IPC) or their ADHC plans of care during the reporting month. Do **NOT** include participants who are pending eligibility determination or are in the process of being assessed by the center’s multidisciplinary team (MDT).

# MSSR Instructions

## **Box 4 – “Participants Served”**

Report separately for:

- Medi-Cal Managed Care beneficiaries
- Medi-Cal Fee-For-Service beneficiaries
- Private Pay participants

Total Served Participants is the sum of:

- Medi-Cal Managed Care beneficiaries
- Medi-Cal Fee-For-Service beneficiaries
- Private Pay participants

# MSSR Instructions

## Box 5 – “Participant Attendance Days”

5. Participant Attendance Days	
Medi-Cal Managed Care	<input type="text" value="0"/>
Medi-Cal Fee-For-Service	<input type="text" value="0"/>
Private Pay	<input type="text" value="0"/>
<b>Total Attendance Days</b>	<b>0</b>

# MSSR Instructions

## Box 5 – “Participant Attendance Days”

Include all days of attendance by eligible CBAS and ADHC participants enrolled at the center (those individuals identified in Box 4) during the reporting month. Do **NOT** include days the participant is initially assessed by the center’s MDT.

Report separately for:

- Medi-Cal Managed Care beneficiaries
- Medi-Cal Fee-For-Service beneficiaries
- Private Pay participants

Total Attendance Days is the sum of:

- Medi-Cal Managed Care beneficiaries
- Medi-Cal Fee-For-Service beneficiaries
- Private Pay participants

# MSSR Instructions

## Box 6 – "Days of Center Operation"

Include the total number of days of operation the center provided CBAS/ADHC during the reporting month.

6. Days of Center Operation	
Days of Center Operation	<input type="text" value="0"/>



# MSSR Instructions

## Box 7 – "Average Daily Attendance"

Box 7 will calculate automatically by dividing Total Attendance Days by Days of Center Operation.

### 7. Average Daily Attendance

Average Daily Attendance Days    0

# MSSR Instructions

Note: In some cases, individuals will be reflected in more than one Box in the same month. For example: Individuals who are determined eligible and begin receiving services in the same month should be recorded in both Box 1 (Individuals Determined Eligible) and Box 4 (Participants Served).

# MSSR Instructions

## Additional Definitions

### **Medi-Cal Fee-For-Service**

Medi-Cal beneficiaries exempt or not otherwise eligible for enrolling in Medi-Cal Managed Care remain in regular Medi-Cal "Fee-For-Service" (FFS) and are able to receive CBAS through FFS.

### **Medi-Cal Managed Care**

Medi-Cal beneficiaries receiving CBAS must be enrolled in Medi-Cal Managed Care unless exempt or not otherwise eligible to enroll.

# MSSR Instructions

## Additional Definitions

### **Private Pay**

Participants who personally pay for ADHC or whose services are paid **solely** by a third-party payer such as private insurance, Regional Center, PACE, or the Veterans Administration.

# Submission Overview

- MSSR submissions are due by the 10<sup>th</sup> of each month
- Submitted via the Peach Provider Portal

# Peach Provider Portal

## Overview

- Internet-based application
  - Recommend use of Google Chrome browser
  - Not compatible with Internet Explorer
  - Encrypted to meet HIPAA compliance standards
- Requires login credentials
  - Issued by CDA
- Contains data validations
- Instructions

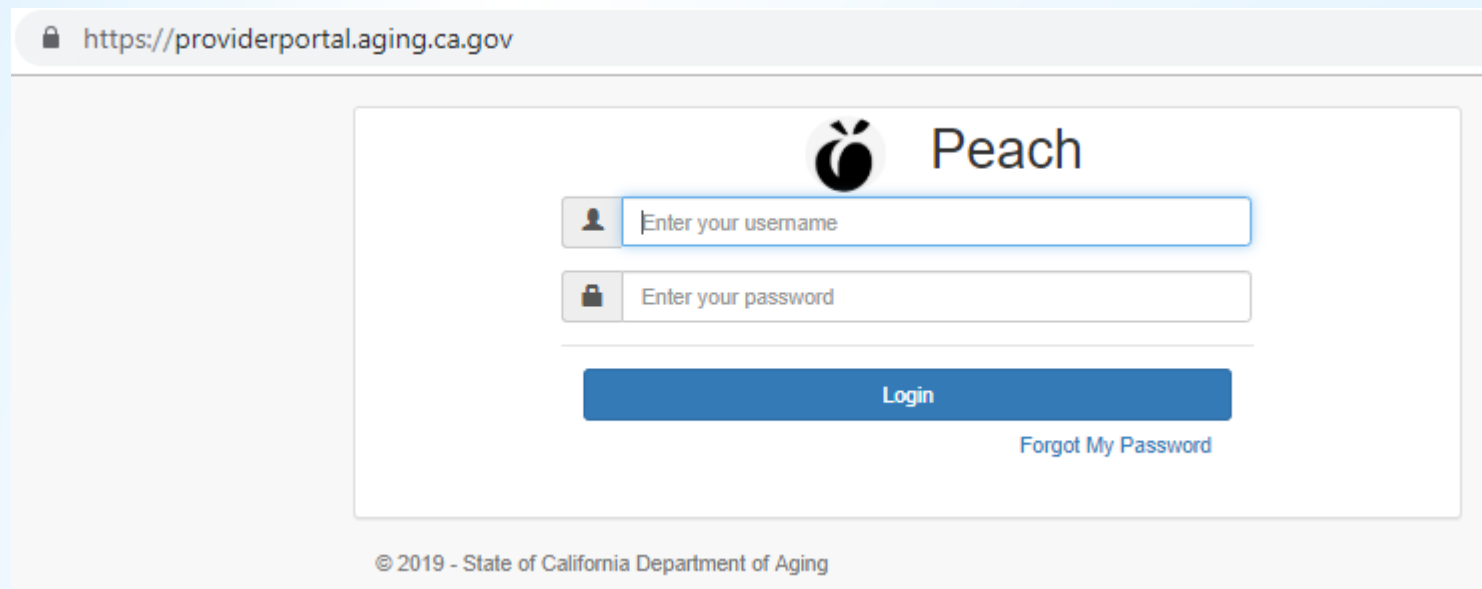
[https://aging.ca.gov/ProgramsProviders/ADHC-CBAS/Forms/Reporting\\_Requirements/](https://aging.ca.gov/ProgramsProviders/ADHC-CBAS/Forms/Reporting_Requirements/).

# Peach Provider Portal

- Accessed via direct link
  - <https://providerportal.aging.ca.gov/>
- Accessed via CBAS Website
  - [https://aging.ca.gov/ProgramsProviders/ADHC-CBAS/Forms/Reporting\\_Requirements/](https://aging.ca.gov/ProgramsProviders/ADHC-CBAS/Forms/Reporting_Requirements/)
- Requires 2-Step Verification

# Peach Provider Portal

- Enter username and password
- Click Login

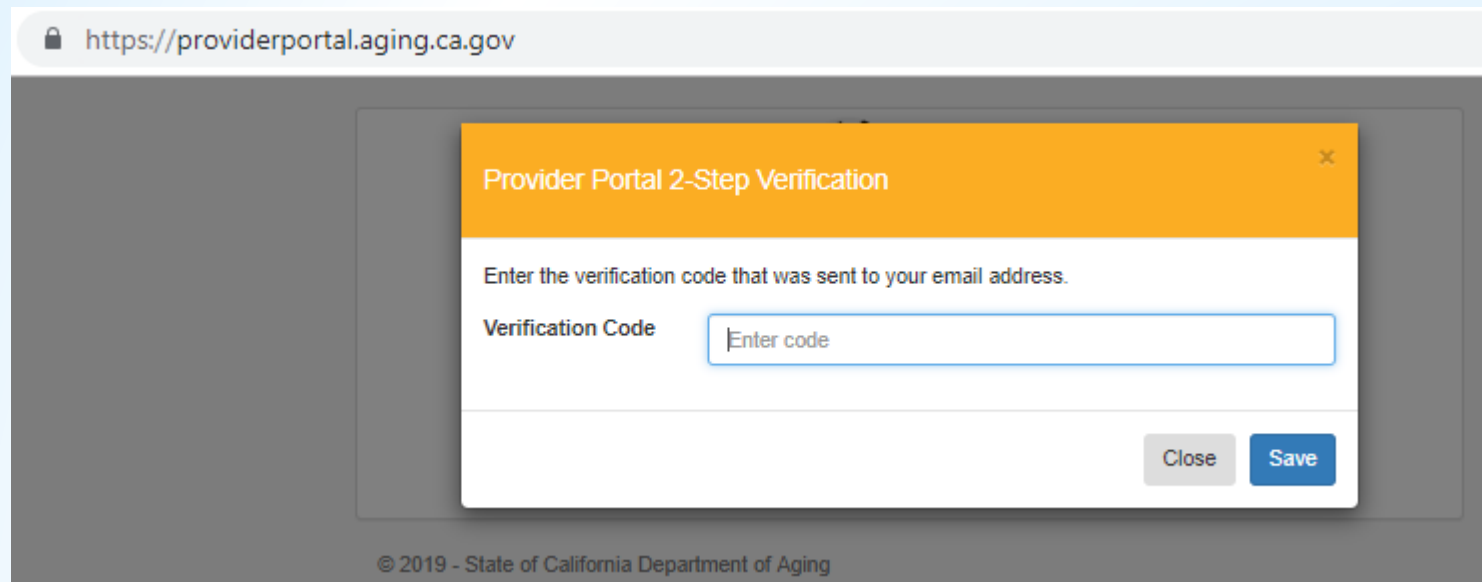


The screenshot shows a web browser window with the address bar displaying <https://providerportal.aging.ca.gov>. The main content area features the Peach logo (a stylized peach) and the word "Peach" in a large, bold font. Below the logo, there are two input fields: the first is labeled "Enter your username" and the second is labeled "Enter your password". A blue "Login" button is positioned below the password field. To the right of the "Login" button, there is a link that says "Forgot My Password". At the bottom of the page, there is a copyright notice: "© 2019 - State of California Department of Aging".



# Peach Provider Portal

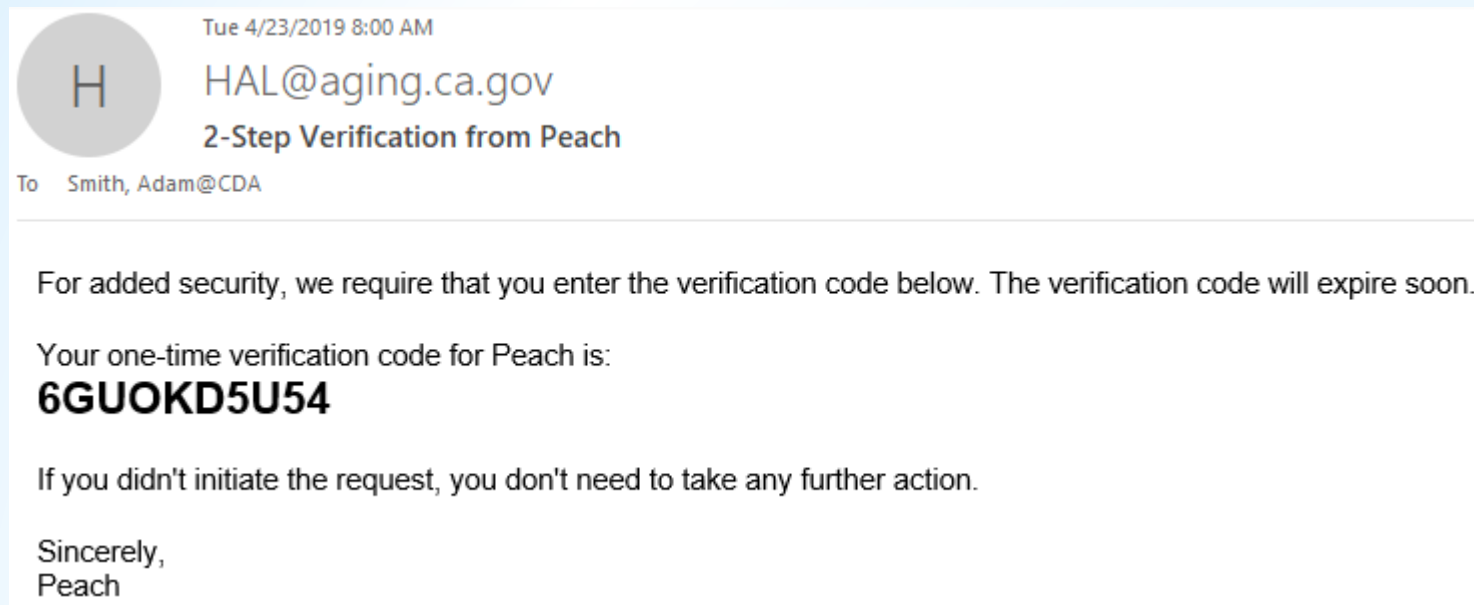
- 2-Step Verification prompt



A screenshot of a web browser showing the Peach Provider Portal. The address bar displays the URL <https://providerportal.aging.ca.gov>. A modal dialog box titled "Provider Portal 2-Step Verification" is centered on the screen. The dialog has an orange header bar with a close button (X) in the top right corner. Below the header, the text "Enter the verification code that was sent to your email address." is displayed. Underneath, the label "Verification Code" is followed by a text input field containing the placeholder text "Enter code". At the bottom right of the dialog, there are two buttons: a grey "Close" button and a blue "Save" button. The background of the portal is a dark grey, and at the bottom, the copyright notice "© 2019 - State of California Department of Aging" is visible.

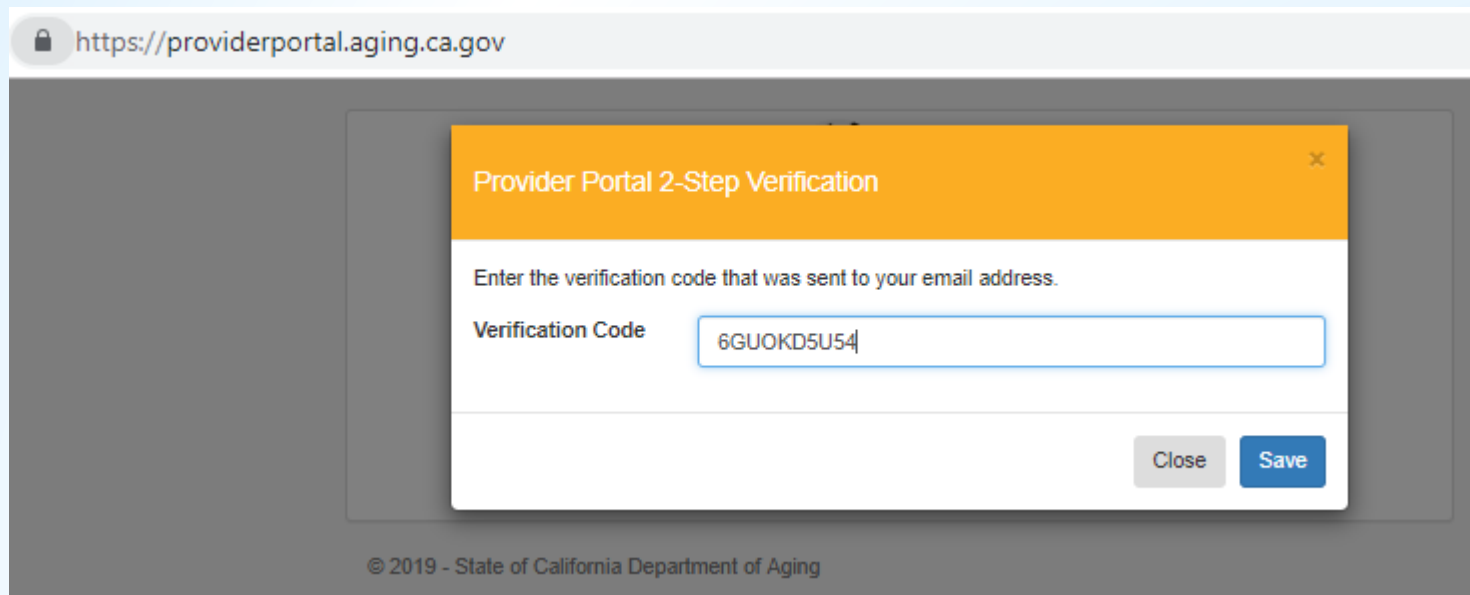
# Peach Provider Portal

- 2-Step Verification code received via email



# Peach Provider Portal

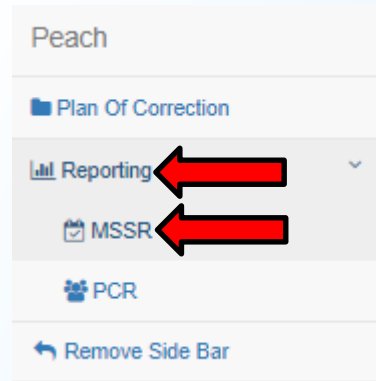
- Enter code into Peach Provider Portal
- Click Save



The screenshot shows a web browser window with the address bar displaying <https://providerportal.aging.ca.gov>. The main content area features a modal window titled "Provider Portal 2-Step Verification" with a close button (X) in the top right corner. Inside the modal, there is a text prompt: "Enter the verification code that was sent to your email address." Below this, a label "Verification Code" is positioned to the left of a text input field. The input field contains the code "6GUOKD5U54". At the bottom right of the modal, there are two buttons: a grey "Close" button and a blue "Save" button. The footer of the page, visible below the modal, reads "© 2019 - State of California Department of Aging".

# Peach Provider Portal

- Select “Reporting” from the Menu
- Select “MSSR” from the Sub-menu



# Peach Provider Portal

- MSSR homepage

Peach

Plan Of Correction

Reporting

MSSR

PCR

Remove Side Bar

## MSSR

### Monthly Statistical Summary Report (MSSR)

Select Center  
2nd Century ADHC NPI: 1962612952

MSSR Month  
April - 2019

Shift  
1

<b>1. Individuals Determined Eligible</b>	<b>2. Individuals Determined Ineligible</b>
Medi-Cal Managed Care 1	Medi-Cal Managed Care 2
Medi-Cal Fee-For-Service 0	Medi-Cal Fee-For-Service 0
Total New Eligibles 1	Total New Ineligibles 2
<b>3. Participants Discharged</b>	<b>4. Participants Served</b>
Medi-Cal Managed Care 0	Medi-Cal Managed Care 32
Medi-Cal Fee-For-Service 0	Medi-Cal Fee-For-Service 0
Private Pay 0	Private Pay 32
Total Discharged Participants 0	Total Served Participants 64
<b>5. Participant Attendance Days</b>	<b>6. Days of Center Operation</b>
Medi-Cal Managed Care 456	Days of Center Operation 21
Medi-Cal Fee-For-Service 0	
Private Pay 320	
Total Attendance Days 776	<b>7. Average Daily Attendance</b>
	Average Daily Attendance Days 36.95

Submit

# MSSR Instructions

**Select your appropriate center from the drop-down list**

NOTE: If you are a representative of more than one center those centers will appear in the drop-down list.

**MSSR**

Monthly Statistical Summary Report (MSSR)

Select Center

- 2nd Century ADHC
- 2nd Century ADHC**
- A Plus Adult Day Health Care
- ABC Day Health Center
- ABC Santa Ana Day Health Center
- ABC Therapy Center
- ABC Westminster Day Health Center
- Acacia Adult Day Services
- Active Life Adult Day Health Care Center
- Adult Day Health and Alzheimer's Services
- Adult Day Health Care of Fresno and Clovis
- Adult Day Health Care of Mad River
- Adult Day Services Center of Riverside
- Advanced Adult Day Health Care Center
- Alegria Adult Day Health Care Center
- Altamedix ADHC
- Alzheimer's Family Services Center
- Alzheimer's Services of the East Bay - Berkeley
- Alzheimer's Services of the East Bay - Hayward
- AmeriCare Adult Day Health Care Center
- Among Friends ADHC Center

# MSSR Instructions

## Select the appropriate reporting month from the drop-down list

Ability to input data from the last 2 previous reporting periods.

Monthly Statistical Summary Report (MSSR)

Select Center

2nd Century ADHC ▼ NPI: 1962612952

MSSR Month

April - 2019 ▼

February - 2019

March - 2019

April - 2019

# MSSR Instructions

## Select the appropriate shift from the drop-down list

NOTE: If your center is approved for flexible scheduling and operates more than one shift, there will be an option for those shifts in the drop-down list.

### Monthly Statistical Summary Report (MSSR)

Select Center	
2nd Century ADHC	NPI: 1962612952
MSSR Month	
April - 2019	
Shift	
1	



# Peach Provider Portal

- Enter data into fields

Peach

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Reporting

MSSR

PCR

Remove Side Bar

## MSSR

Monthly Statistical Summary Report (MSSR)

Select Center  
2nd Century ADHC NPI: 1962612952

MSSR Month  
April - 2019

Shift  
1

### 1. Individuals Determined Eligible

Medi-Cal Managed Care	1
Medi-Cal Fee-For-Service	0
<b>Total New Eligibles</b>	<b>1</b>

### 2. Individuals Determined Ineligible

Medi-Cal Managed Care	2
Medi-Cal Fee-For-Service	0
<b>Total New Ineligibles</b>	<b>2</b>

### 3. Participants Discharged

Medi-Cal Managed Care	0
Medi-Cal Fee-For-Service	0
Private Pay	0
<b>Total Discharged Participants</b>	<b>0</b>

### 4. Participants Served

Medi-Cal Managed Care	32
Medi-Cal Fee-For-Service	0
Private Pay	32
<b>Total Served Participants</b>	<b>64</b>

### 5. Participant Attendance Days

Medi-Cal Managed Care	456
Medi-Cal Fee-For-Service	0
Private Pay	320
<b>Total Attendance Days</b>	<b>776</b>

### 6. Days of Center Operation

Days of Center Operation	21
--------------------------	----

### 7. Average Daily Attendance

Average Daily Attendance Days	36.95
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Submit

# Peach Provider Portal



- Click “Submit”

MSSR

Message from server

Thank you for updating your MSSR for April - 2019.

Close

Monthly Status

Select Center

2nd Century ADHC

NPI: 1962612952

MSSR Month

April - 2019

Shift

1

1. Individuals Determined Eligible

Medi-Cal Managed Care 1

Medi-Cal Fee-For-Service 0

Total New Eligibles 1

2. Individuals Determined Ineligible

Medi-Cal Managed Care 2

Medi-Cal Fee-For-Service 0

Total New Ineligibles 2

3. Participants Discharged

Medi-Cal Managed Care 0

Medi-Cal Fee-For-Service 0

Private Pay 0

Total Discharged Participants 0

4. Participants Served

Medi-Cal Managed Care 32

Medi-Cal Fee-For-Service 0

Private Pay 32

Total Served Participants 64

5. Participant Attendance Days

Medi-Cal Managed Care 456

Medi-Cal Fee-For-Service 0

Private Pay 320

Total Attendance Days 776

6. Days of Center Operation

Days of Center Operation 21

7. Average Daily Attendance

Average Daily Attendance Days 36.95

Submit

# Peach Provider Portal

## Data Validations

- All fields must contain data
- Corresponding fields
  - Participants Served
  - Participant Attendance Days

# Peach Provider Portal

- Data validations – corresponding fields

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Reporting

MSSR

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## MSSR

### Monthly Statistical Summary Report (MSSR)

Select Center: 2nd Century ADHC NPI: 1962612952

MSSR Month: April - 2019

Shift: 1

#### 1. Individuals Determined Eligible

Medi-Cal Managed Care	1
Medi-Cal Fee-For-Service	0
<b>Total New Eligibles</b>	<b>1</b>

#### 2. Individuals Determined Ineligible

Medi-Cal Managed Care	2
Medi-Cal Fee-For-Service	0
<b>Total New Ineligibles</b>	<b>2</b>

#### 3. Participants Discharged

Medi-Cal Managed Care	0
Medi-Cal Fee-For-Service	0
Private Pay	0
<b>Total Discharged Participants</b>	<b>0</b>

#### 4. Participants Served

Medi-Cal Managed Care	32
Medi-Cal Fee-For-Service	0
Private Pay	32
<b>Total Served Participants</b>	<b>64</b>

#### 5. Participant Attendance Days

Medi-Cal Managed Care	456
Medi-Cal Fee-For-Service	0
Private Pay	320
<b>Total Attendance Days</b>	<b>776</b>

#### 6. Days of Center Operation

Days of Center Operation	21
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#### 7. Average Daily Attendance

Average Daily Attendance Days	36.95
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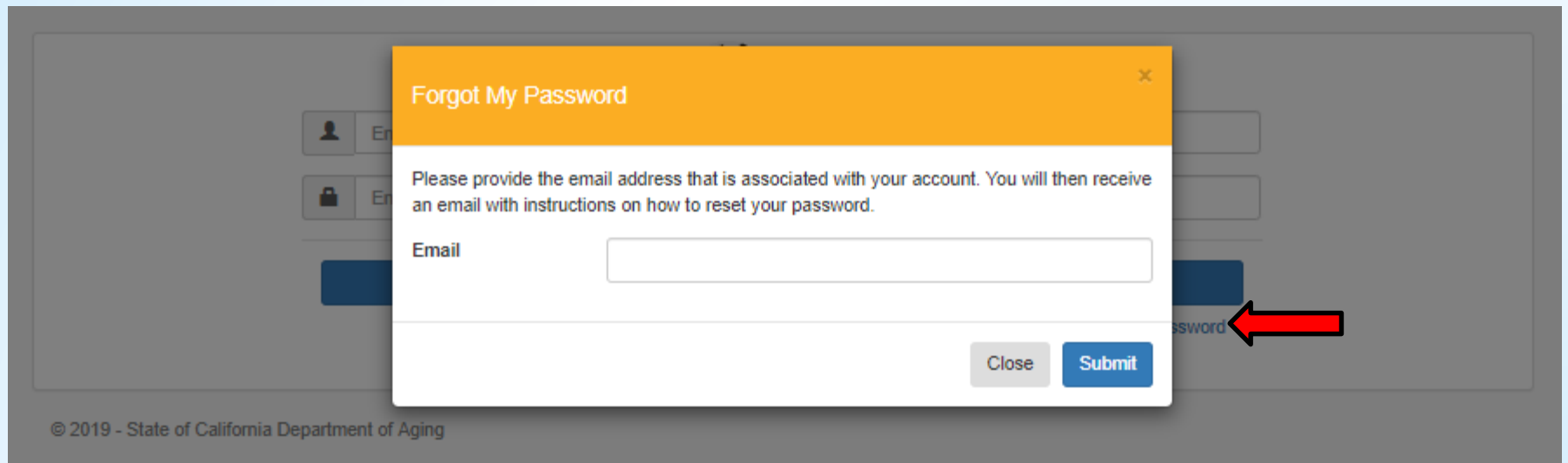
Submit

# Peach Provider Portal

## Forgot Your Password

- No need to contact CDA
- Navigate to the Peach Provider Portal webpage
  - Click “Forgot My Password”
  - Enter your email address that is associated with your account
  - An email will be sent to you with a link to change your password

# Peach Provider Portal



The screenshot shows a web interface for the Peach Provider Portal. A modal dialog box titled "Forgot My Password" is centered on the screen. The dialog has an orange header bar with a close button (X) in the top right corner. Below the header, the text reads: "Please provide the email address that is associated with your account. You will then receive an email with instructions on how to reset your password." There is a text input field labeled "Email". At the bottom right of the dialog are two buttons: "Close" (grey) and "Submit" (blue). A red arrow points to the "Submit" button. In the background, a login form is visible with fields for "Email" and "Password", and a "Log In" button. The footer of the page reads "© 2019 - State of California Department of Aging".

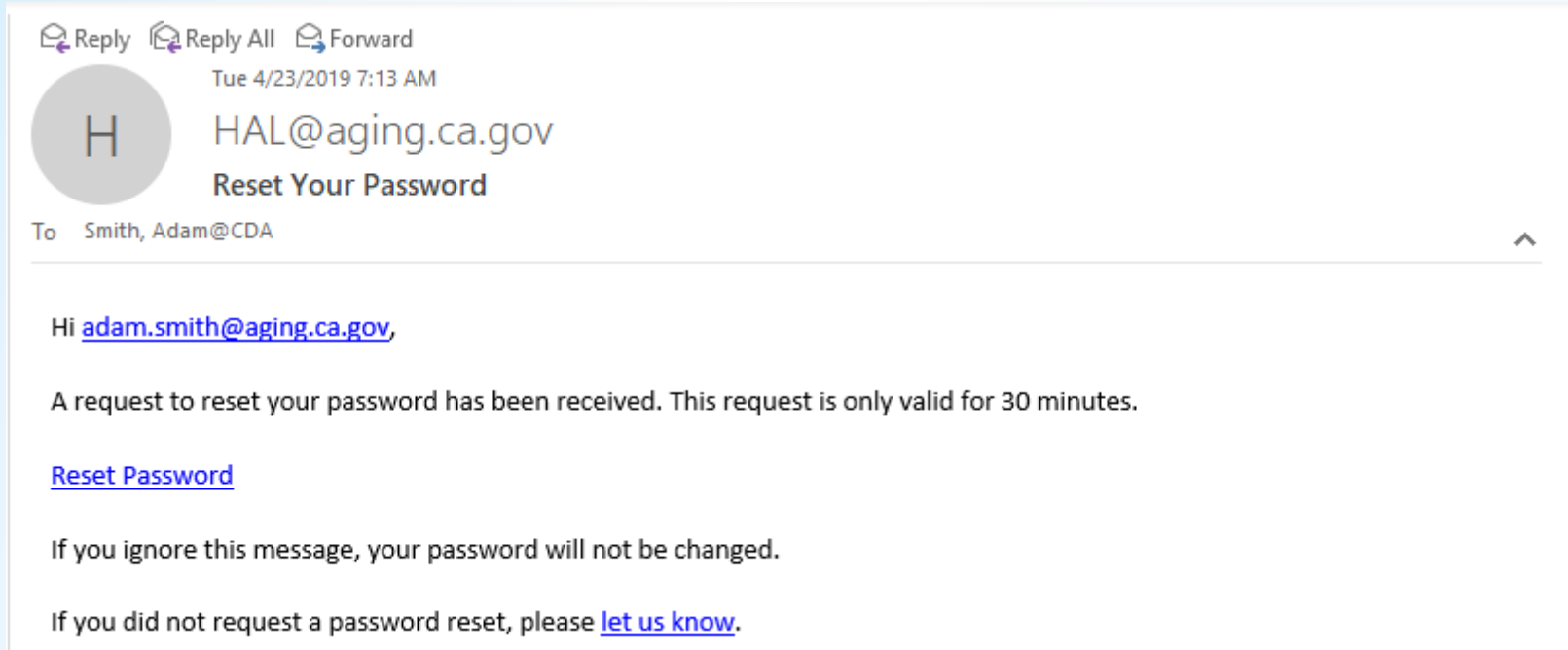
**Forgot My Password**

Please provide the email address that is associated with your account. You will then receive an email with instructions on how to reset your password.

Email

© 2019 - State of California Department of Aging

# Peach Provider Portal



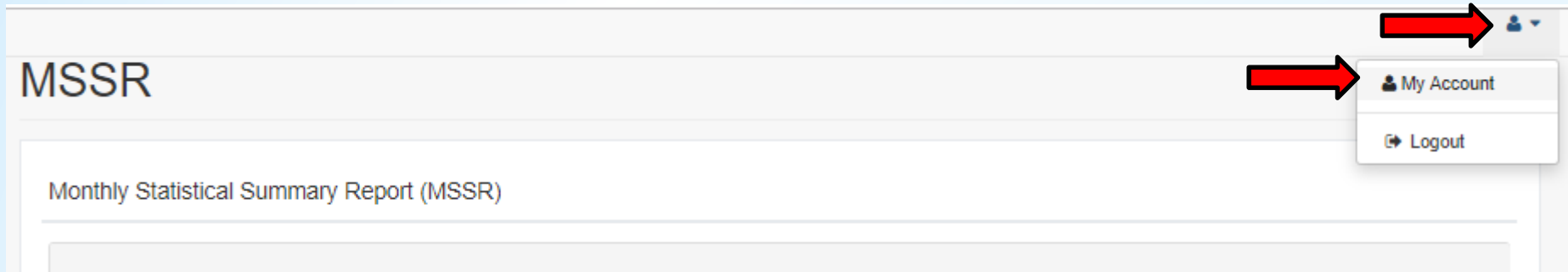
# Peach Provider Portal

## Changing Your Password

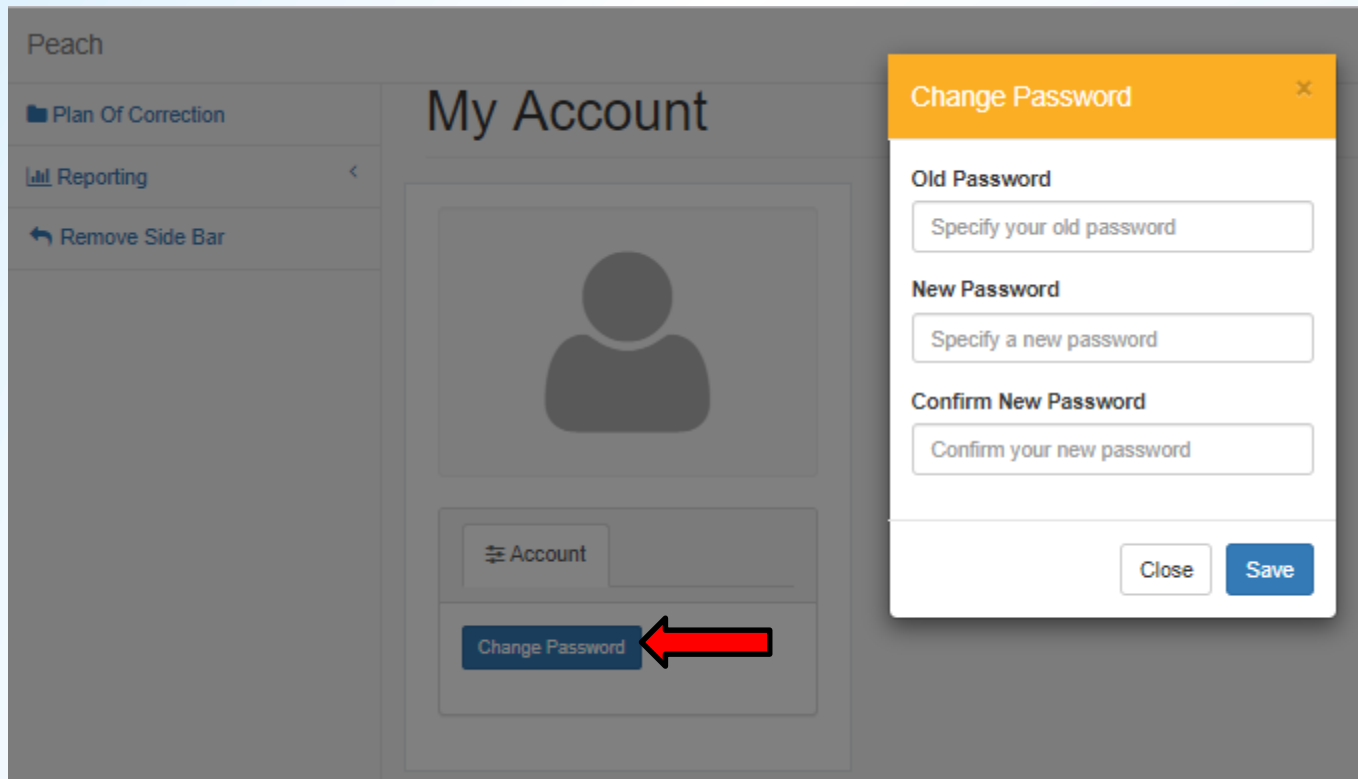
- No need to contact CDA
- Log into the Peach Provider Portal
  - Go to My Account
  - Click Change password
  - Follow the on-screen guidelines for password formats



# Peach Provider Portal



# Peach Provider Portal



Passwords must be 8-30 characters long, and contain at least three of the following attributes:  
Uppercase letter, Lowercase letter, Number, Special character (!, @, #, \$, %, ^, &, \*, ?, \_ , ~, -, ., ,)

# Peach Provider Portal

## Account Updates

- Complete the Peach Provider Portal Account Action Request Form
  - [http://www.aging.ca.gov/ProgramsProviders/ADHC-CBAS/Forms/Reporting\\_Requirements/](http://www.aging.ca.gov/ProgramsProviders/ADHC-CBAS/Forms/Reporting_Requirements/)
- Submit to CBAS Branch general email
  - [cbascda@aging.ca.gov](mailto:cbascda@aging.ca.gov)
- CDA will confirm via email once changes have been made

# Peach Provider Portal



## CBAS PEACH PROVIDER PORTAL

### ACCOUNT ACTION REQUEST

SECTION A. Center Information	
<input type="checkbox"/> New User Account <input type="checkbox"/> Disable User Account <input type="checkbox"/> Changes to Existing Account	
Center Name:	
NPI:	

SECTION B. New User Account	
Name:	
Title:	
Email Address:	

SECTION C. Disable User Account	
Name:	

SECTION D. Change(s) to Existing Accounts	
Current User Name:	
Current Email Address:	
Type of Change:	<input type="checkbox"/> Email Address <input type="checkbox"/> Name Change <input type="checkbox"/> Center Employment <input type="checkbox"/> Other (specify):
Change:	

# CDA Contact Information

CDA on the Web	<a href="http://www.aging.ca.gov">www.aging.ca.gov</a>
Addresses	California Department of Aging CBAS Branch 1300 National Drive, Suite 200 Sacramento, CA 95834  <a href="mailto:cbascda@aging.ca.gov">cbascda@aging.ca.gov</a>
Phone	(916) 419-7545